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GARLICK HARRISON & MARKISON LLP			RYMAN, DANIEL J	
P.O. BOX 160727			ART UNIT	
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DATE MAILED: 10/24/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

**Office Action Summary**

Application No.

09/748,069

Applicant(s)

O'SULLIVAN ET AL.

Examiner

Daniel J. Ryman

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**-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --****Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

**Status**

- 1) ☒ Responsive to communication(s) filed on 28 July 2005.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

**Disposition of Claims**

- 4) ☒ Claim(s) 1-18, 29-32 and 38-48 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-18, 29-32 and 38-48 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

**Application Papers**

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

**Priority under 35 U.S.C. § 119**

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
  2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- \* See the attached detailed Office action for a list of the certified copies not received.

**Attachment(s)**

- |  |   |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)  | 4) <input type="checkbox"/> Interview Summary (PTO-413)<br>Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)                                   | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152)             |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)<br>Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____  |

## **DETAILED ACTION**

### ***Response to Arguments***

1. Applicant's arguments with respect to claims 1-18 and 29-32 have been considered but are moot in view of the new ground(s) of rejection.
2. The indicated allowability of claims 11-18 is withdrawn in view of the newly discovered reference(s) to Shenkman et al. (USPN 6,389,007) and Servi et al. (USPN 6,115,462).  
Rejections based on the newly cited reference(s) follow.

### ***Claim Rejections - 35 USC § 102***

3. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

4. Claims 29 and 30 are rejected under 35 U.S.C. 102(e) as being anticipated by Shenkman et al. (USPN 6,389,007).
5. Regarding claim 29, Shenkman discloses a network spanning heterogeneous call center controller comprising: a public switched telephone network input (ref. 13); an internet connection input (ref. 15); a switching element responsive to the public switched telephone network input (ref. 27); an internet protocol interface responsive to the internet connection input (ref. 29); a telephony resource module connectable to the switching element (ref. 86); a processor (ref. 83), the processor coupled to a data bus (refs. 81 and 85), the data bus coupled to the internet protocol interface and the switching element (col. 7, line 59-col. 8, line 31); a first set of

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agent output channels (ref. 56) responsive to the switching element, the first set of agent output channels directed to communicate with circuit switched agent terminals (col. 7, line 59-col. 8, line 31); and a second set of agent output channels (ref. 55) responsive to the internet protocol interface, the second set of agent output channels directed to communicate with internet enabled agent terminals (col. 7, line 59-col. 8, line 31).

6. Regarding claim 30, Shenkman discloses a data resources module (ref. 86) to provide selected data resources via the internet protocol interface (Fig. 3 and col. 7, line 59-col. 8, line 31).

***Claim Rejections - 35 USC § 103***

7. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

8. Claims 1-18 and 48 are rejected under 35 U.S.C. 103(a) as being unpatentable over Shenkman et al. (USPN 6,389,007) in view of Servi et al. (USPN 6,115,462).

9. Regarding claims 1 and 48, Shenkman discloses a network spanning heterogeneous call center controller (ref. 83) for use with a circuit-switched private branch exchange (ref. 27) and a packet-switched private branch exchange (router) (ref. 29), the network spanning heterogeneous call center controller comprising: a circuit-switched private branch exchange interface (interface between ref. 27 and 83) to communicate with the circuit-switched private branch exchange (col. 7, line 59-col. 8, line 4 and col. 8, lines 9-20) where the circuit switch can be any type of switching device including a PBX (col. 1, lines 41-44 and col. 6, lines 4-7); a packet-switched

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private branch exchange interface (interface between ref. 29 and 83) to communicate with the packet-switched private branch exchange (col. 7, line 59-col. 8, line 4 and col. 8, lines 9-20); and a processor (ref. 83) communicatively coupled to the circuit-switched private branch exchange interface and to the packet-switched private branch exchange interface (col. 8, lines 9-31).

Shenkman does not expressly disclose a network manager interface communicatively coupled to and responsive to the processor. Servi teaches, in a call center system, using a network manager connected to a call center in order to efficiently route calls to a particular call center (abstract; col. 1, lines 28-36; and col. 2, lines 53-55) where the network manager uses statistics about a call center when making the routing decision (abstract and col. 4, lines 50-64). Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to have a network manager interface communicatively coupled to and responsive to the processor in order to permit efficient routing of calls in the network.

10. Regarding claim 2, Shenkman in view of Servi discloses that the circuit-switched private branch exchange interface sends circuit-switched instruction messages to the circuit-switched private branch exchange and wherein the packet switched private branch exchange sends packet-switched instruction messages to the packet switched private branch exchange (Shenkman: col. 7, line 59-col. 8, line 4 and col. 8, lines 9-31).

11. Regarding claim 3, Shenkman in view of Servi discloses that the circuit-switched instruction messages include a message to transfer a circuit switched call to a selected agent terminal (Shenkman: col. 7, line 59-col. 8, line 4 and col. 8, lines 9-31).

12. Regarding claim 4, Shenkman in view of Servi discloses that the agent terminal is coupled to the circuit-switched private branch exchange (Shenkman: Fig. 3 and col. 7, line 59-col. 8, line 4 and col. 8, lines 9-31).

13. Regarding claim 5, Shenkman in view of Servi discloses that the packet-switched instruction messages include a message to transfer a voice over internet protocol call to an internet enabled agent terminal (Shenkman: col. 7, line 59-col. 8, line 4 and col. 8, lines 9-31).

14. Regarding claim 6, Shenkman in view of Servi discloses that the internet enabled agent terminal its connected to the packet-switched private branch exchange (Shenkman: Fig. 3 and col. 7, line 59-col. 8, line 4 and col. 8, lines 9-31).

15. Regarding claim 7, Shenkman in view of Servi discloses that the circuit-switched instruction messages include a message to place a circuit-switched call in a call queue (Shenkman: col. 3, lines 10-15).

16. Regarding claim 8, Shenkman in view of Servi discloses that the circuit-switched instruction messages include a message to apply a telephony resource (agent's phone) to a circuit-switched call (Shenkman: col. 7, line 59-col. 8, line 4 and col. 8, lines 9-31).

17. Regarding claim 9, Shenkman in view of Servi does not expressly disclose that the telephony resource comprises a message to apply music on hold call treatment; however, Examiner takes official notice that it is well known in the art to play music for a caller while on hold in order to encourage the caller to stay on hold. Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to play music for a caller while on hold in order to encourage the caller to stay on hold.

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18. Regarding claim 10, Shenkman in view of Servi discloses that the circuit-switched call is a circuit switched voice call transmitted over the public switched telephone network (Shenkman: Fig. 3 and col. 7, line 59-col. 8, line 4 and col. 8, lines 9-31).

19. Regarding claim 11, Shenkman in view of Servi discloses that the packet-switched private branch exchange supports Internet Protocol telephony (Shenkman: Fig. 3; col. 2, lines 15-30; and col. 7, line 59-col. 8, line 4 and col. 8, lines 9-31).

20. Regarding claim 12, Shenkman in view of Servi discloses a network manager console coupled to and responsive to the network manager interface (Servi: abstract; col. 1, lines 28-36; and col. 2, lines 53-55).

21. Regarding claim 13, Shenkman in view of Servi discloses a peripheral interface (ref. 84); the peripheral interface coupled to the circuit-switched private brand exchange interface, the packet-switched private branch exchange interface, and to the processor (Shenkman: col. 7, line 59-col. 8, line 4).

22. Regarding claim 14, Shenkman in view of Servi discloses a memory, the memory coupled to the processor, the memory containing a plurality of network spanning heterogeneous command and control instructions (rules set by the company hosting center) (Shenkman: col. 8, line 21-32). Although Shenkman in view of Servi does not expressly disclose that the memory is connected to the processor via a bus, Examiner takes official notice that a bus is a well-known connection mechanism. Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to use a bus as a connection mechanism since busses are simple connection mechanisms.

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23. Regarding claim 15, Shenkman in view of Servi discloses a database (ref. 86: agent status table), the database containing a plurality of call records created for a plurality of calls serviced by network spanning heterogeneous call center controller (Shenkman: col. 8, line 21-32).

24. Regarding claim 16, Shenkman in view of Servi discloses that a first set of the data records are created for a first set of agents, and a second set of the data records are created for a second set of agents (“which agents are busy on calls (either COST or IPNT)”) (Shenkman: col. 8, line 21-32).

25. Regarding claim 17, Shenkman in view of Servi suggests that the first set of data records contain a data entry indicating service for a first company (telephone company) and the second set of data records contain a data entry indicating service for a second company (internet service provider) (Shenkman: col. 2, lines 15-34 and col. 8, line 21-32).

26. Regarding claim 18, Shenkman in view of Servi discloses that the database is communicatively coupled to the processor (Shenkman: col. 8, line 21-32).

27. Claims 31, 32, and 38-47 are rejected under 35 U.S.C. 103(a) as being unpatentable over Shenkman et al. (USPN 6,389,007).

28. Regarding claim 31, Shenkman does not expressly disclose in the primary embodiment a domain conversion module, the domain conversion module to convert between internet protocol traffic and circuit switched voice traffic; the domain conversion module responsive to the internet protocol interface. However, Shenkman does disclose that it is known in the prior art to have a domain conversion module to convert between internet protocol traffic and circuit switched voice traffic where the domain conversion module is responsive to the internet protocol interface (Fig. 2 and col. 7, lines 13-31) where it is implicit that this allows a telephone to receive



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an Internet voice call or an Internet phone to receive a PSTN call. Shenkman also discloses, as an improvement to the primary embodiment, the use of hardware that will allow a single headset to receive a signal transmitted over either the PSTN or Internet (col. 8, lines 37-48). Therefore it would have been obvious to one of ordinary skill in the art at the time of the invention to have a domain conversion module, the domain conversion module to convert between internet protocol traffic and circuit switched voice traffic; the domain conversion module responsive to the internet protocol interface in order to allow a telephone to receive an Internet voice call or an Internet phone to receive a PSTN call.

29. Regarding claim 32, Shenkman discloses a network spanning heterogeneous call center comprising: a circuit-switched private branch exchange (ref. 27) (col. 1, lines 41-44; col. 6, lines 4-7; and col. 8, lines 11-31); a packet-switched private branch exchange (ref. 29) (col. 8, lines 11-31); a network spanning heterogeneous call center controller (ref. 83) (col. 8, lines 11-31); a first control path (ref. 81) connecting the circuit switched private branch exchange and the network spanning heterogeneous call center controller (col. 8, lines 11-31); a second control path (ref. 85), connecting the packet-switched private branch exchange and the network spanning heterogeneous call center controller (col. 8, lines 11-31); a network, the network responsive to the circuit-switched private branch exchange, to the packet-switched private branch exchange, and to the network spanning heterogeneous call center controller, the network having a plurality of output communication channels (ref. 55 and 56) for connection to a plurality of agent terminals (Fig. 3 and col. 7, line 60-col. 8, line 31); a voice channel between the circuit-switched private branch exchange and the network (col. 8, lines 11-31) where a call inherently includes a voice channel; a control channel between the network spanning heterogeneous call center

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controller and the network (col. 8, lines 11-31) where the controller controls the switching of calls over a network; and a voice channel between the packet-switched private branch exchange and the network (col. 8, lines 11-31).

Shenkman does not expressly disclose in the primary embodiment employing a data channel between the packet-switched private branch exchange and the network. However, Shenkman does disclose as prior art transmitting voice and data over the Internet lines (col. 3, lines 50-52) where the Internet lines can be used to provide multimedia systems (col. 2, lines 5-14). Therefore it would have been obvious to one of ordinary skill in the art at the time of the invention to employ a data channel between the packet-switched private branch exchange and the network in order to permit multimedia communications.

30. Regarding claim 38, Shenkman discloses that the network spanning heterogeneous call center controller sends circuit-switched instruction messages to the circuit-switched private branch exchange and the network spanning heterogeneous call center controller sends packet-switched instruction messages to the packet switched private branch exchange (col. 7, line 59-col. 8, line 4 and col. 8, lines 9-31).

31. Regarding claim 39, Shenkman discloses that the circuit-switched instruction messages include a message to transfer a circuit-switched call to a selected agent terminal (col. 7, line 59-col. 8, line 4 and col. 8, lines 9-31).

32. Regarding claim 40, Shenkman discloses that the agent terminal is coupled to the circuit-switched private branch exchange via the network (Fig. 3 and col. 7, line 59-col. 8, line 4 and col. 8, lines 9-31).

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33. Regarding claim 41, Shenkman discloses that the packet-switched instruction messages include a message to transfer a voice over internet protocol call to an internet enabled agent terminal (col. 7, line 59-col. 8, line 4 and col. 8, lines 9-31).

34. Regarding claim 42, Shenkman discloses that the internet enabled agent terminal is connected to the packet-switched private branch exchange via the network (Fig. 3 and col. 7, line 59-col. 8, line 4 and col. 8, lines 9-31).

35. Regarding claim 43, Shenkman discloses that the circuit-switched instruction messages include a message to place a circuit-switched call in a call queue (col. 3, lines 10-15).

36. Regarding claim 44, Shenkman discloses that the circuit-switched instruction messages include a message to apply a telephony resource (agent's phone) to a circuit-switched call (col. 7, line 59-col. 8, line 4 and col. 8, lines 9-31).

37. Regarding claim 45, Shenkman does not expressly disclose that the telephony resource comprises a message to apply music on hold call treatment; however, Examiner takes official notice that it is well known in the art to play music for a caller while on hold in order to encourage the caller to stay on hold. Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to play music for a caller while on hold in order to encourage the caller to stay on hold.

38. Regarding claim 46, Shenkman discloses that the circuit-switched call is a circuit-switched voice call transmitted over the public switched telephone network (Fig. 3 and col. 7, line 59-col. 8, line 4 and col. 8, lines 9-31).

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39. Regarding claim 47, Shenkman discloses that the packet-switched private branch exchange supports Internet Protocol telephony (Fig. 3; col. 2, lines 15-30; and col. 7, line 59-col. 8, line 4 and col. 8, lines 9-31).

### *Conclusion*

40. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Uppaluru et al. (USPN 6,324,276) see col. 2, lines 52-57 which discloses queuing calls and playing music while a call is on hold.


Any inquiry concerning this communication or earlier communications from the examiner should be directed to Daniel J. Ryman whose telephone number is (571)272-3152. The examiner can normally be reached on Mon.-Fri. 7:00-4:30 with every other Friday off.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Huy Vu can be reached on (571)272-3155. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

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